



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts January 2013

What happened to the Sobe Lean at the fountain machine? We replaced the Sobe Lean pink grapefruit drink at the fountain soda machine with Pepsi Max. The biggest factor in this decision was lack of product movement. The Sobe Lean proved to be the least favorite drink on the fountain lineup, and the product was going out of date for lack of use. We received several requests for the Pepsi Max and are giving it a try. We have already used as much Pepsi Max syrup in three weeks as we did in the previous five months of Sobe Lean. We will be offering the Sobe Lean pink grapefruit in bottles going forward.

I saw you gave away free ice cream novelties. Were they all about to go out of date? Thanks for asking. First, we sold some of the excess at \$.50 each for a few days, and many people took advantage of this fantastic offer to increase their home inventory. What we find is that sales drop to about one novelty per day after the temperature drops (about October 1st) and since 2009 when we opened, we give ice cream a break for the winter months until the outdoor temperatures rebound. The novelties will return about the end of April or early May.

The green and red posole are excellent but you always seem to run out early, so the pot is empty (or down to just liquid) by the time I get there. Could you make it in bigger batches so it lasts through the lunch hour? Thanks for suggesting, glad you like it, and yes, we have increased our batch quantities going forward.

The phone number on the ATM to report a problem doesn't seem to work. When you call it, a taped message asks you to enter a code or something. It's very frustrating. Thank you. We called the number and experienced your frustration. So here's a tip – When calling the 800-432-1000 number to report an ATM problem, ignore the question asking for a code, and use option "11" which is "Other." This should put you through to an operator who will take your information and report the problem. Hope this information helps. You can also report the problem to paul.johnston@srpmic-nsn.gov.

Why can we enter some of the contests on line (via email), but not others? It depends on a variety of factors including the type of contest, associated rules, and the simple logistics of handling volumes of email entries. The main reason the Café hosts so many promotions is to "promote" the Café; that is, to increase sales. When sales go up, the subsidy (the amount of money the Community pays to operate the Café over and above sales) drops. The promotions have always been done with "customer appreciation" in mind to help increase sales, so most promotions do not include email entries. However, we realize that some employees (off shifts, enterprises, and certain school staff) cannot even come in to the Café during their working hours. So, we try to periodically offer contests that all employees can enter via email. We are happy to include a little extra "fun" with small employee (and customer) rewards in the Café.

In December somebody requested "a variety of (fast food restaurants) McDonalds, etc." Please don't do this! If someone wants nasty fast food they can go into town and get it! I like the Round House because it offers an alternative to disgusting fast food options! LOVE the salad bar! Would love it if there was more variety of traditional and healthy foods on a regular basis. Thank you for your kind words. Bringing in "guest restaurants" is logistically challenging due to a variety of factors such as insurance which prevents us from doing it in most cases, so it probably won't happen. We welcome specific suggestions for traditional and healthy menu items and try to incorporate them whenever we can. Thanks for your continued support.

The tortilla in my breakfast burrito wasn't cooked through and was still very doughy. Also I ordered scrambled cracked eggs and got over easy instead (very messy at first bite!) I'm usually very satisfied, but I know "off" days happen every now and then and just wanted to pass on the feedback. Thank you for telling us. We discussed your comments with our staff to help get it right next time and offered you a free burrito on your next visit. Please always let us know if something is not right. We can't fix it if we don't know it's broke! ☺

Every year, the Café staff prepares "take out" meals for the essential staff that "stays behind" when everyone else goes off to enjoy the holiday party off site. This year, the meal was once again excellent. The hot food was hot, the cold food was cold, and the portions were generous. Thank you for taking care of everybody in such great fashion. We are thankful for the Café and the service it renders so generously. Thank you very much for your kind words. We are especially grateful for the opportunity to serve.

Another month of Café contests – and another YEAR of not winning anything! But I sure have fun trying. Thanks for all of the contests and events, especially around the holidays. Glad you enjoy the activities as much as we enjoy providing them. We did a quick review of 2012 and find we sponsored more than 25 Café contests and/or events and were able to give away more than 500 prizes and awards – not counting hundreds of free birthday meals. And we'll keep the fun coming in 2013! Happy New Year everybody! ☺

Kudos & Klouts (Customer Comments and/or Suggestions)

- Just wanted to let you know I accidentally dropped the cookie jar lid and broke it. The sugar cookies are delicious!
- The catered food (the Café) served at the Council Inauguration was delicious! Thank you!
- The meat loaf lunch today was superb!
- Thank you for including so much information in the daily email. Your Christmas Angel reminder prompted us to participate
- What about a gingerbread house contest? Or some volunteer Carolers?
- The prime rib holiday lunch was fabulous! Good job! (versus...)
- I always look forward to the prime rib, but this year was tough as nails. Didn't enjoy it at all.
- The Café Holiday décor was beautiful again this year
- Thanks for letting us have our holiday bake sale in the Café and for buying up the leftovers...for our department fund
- Can I get the Round House Posole Recipe?
 - Try this link to see our recipes on line: <http://www.srpmic-nsn.gov/community/cafe/Past%20Recipes/>

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

© THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. © (Vol. 4.8, January 2013)

